

U.S. Mission Guatemala

VACANCY ANNOUNCEMENT NUMBER: G17-012

OPEN TO: All Interested Candidates / All Sources

POSITION: Computer Control Assistant - Consular

OPENING DATE: March 20, 2017

CLOSING DATE: March 24, 2017

WORK HOURS: Full-time, 40 hours/week

SALARY: *Ordinarily Resident (OR):* Position Grade: FSN-7 (Q133,375.00) (p.a.)

Not-Ordinarily Resident (NOR): Position Grade: FP-7 (\$42,169.00) (p.a.)

*Final grade/step for NORs will be determined by Washington

The “Open To” category listed above refers to applicants who are eligible to apply for this position. The “Open To” category should not be confused with a “hiring preference” which is explained later in this vacancy announcement.

ALL ORDINARILY RESIDENT (OR) APPLICANTS (See Appendix for definition) MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

The U.S. Mission in Guatemala is seeking eligible and qualified applicants for the position of Computer Control Clerk (Consular) in the IRM (Information Resource Management) Office.

BASIC FUNCTION OF POSITION

The incumbent is responsible for effective provisioning, installation/configuration, operation and maintenance of systems hardware and software and related infrastructure for the Consular System. Incumbent analyzes software functions, network implementation and hardware components, maintenance procedures, research and development to ensure continual innovation and processes running to determine whether or not they are appropriate to support Consular objectives and needs; incumbent's primary responsibility is the Consular Computer System, ensuring computer system, peripheral equipment and network system and related procedures adhere to Department of State and Consular Affairs CA/CST, standards, and guidelines, and ensuring users get maximum benefits from them.

The incumbent is accountable for the following systems: Windows, Linux and Cisco that support OpenNet and DIN infrastructure. Responsibilities for these systems include

system administration, engineering and provisioning, operations and support, maintenance and research, and development to ensure continual innovation.

QUALIFICATIONS REQUIRED

Applicants must address each required qualification listed below with specific and comprehensive information supporting each item. Failure to do so may result in a determination that the applicant is not qualified.

1. EDUCATION: BA degree in Computer Science or Systems Engineering is required.

2. EXPERIENCE: At least four years prior work experience in a program, technical or administrative position where emphasis is placed on analytical and judgmental abilities with respect to the operation, management, and utilization of computer systems is required.

3. LANGUAGE: Level IV (fluent) speaking/reading English is required. Level IV (fluent) speaking/reading Spanish is required. **(This will be tested).**

4. JOB KNOWLEDGE: Good knowledge of the capabilities and limitations of the computer equipment and software running on OpenNet and DIN networks; systems diagnostic tools and fault identification techniques sufficient to install and maintain software and hardware; diagnose and recover failed systems. Knowledge of computer systems management sufficient to assure the continued effective operation of a computer installation designed to provide automation support to Consular operations. Knowledge of office automation programs such as MS Office, and document the physical configuration of an information system.

5. SKILLS AND ABILITIES: Skills required are focused on maintaining operational capability and readiness of computer systems. Good technical skills to troubleshoot, diagnose, and resolve hardware and software problems and to maximize the capabilities of the post computer resources. Good interpersonal skills to develop and maintain two-way communications to resolve priority issues and system limitations. Must possess an intermediate technical expertise in computer field. Ability to deliver effective classroom training sessions. Incumbent must be able to perform Level V (Thorough Working Knowledge) of computer skills. **(This will be tested).**

FOR FURTHER INFORMATION: The complete position description listing all of the duties and responsibilities may be obtained on our website at http://guatemala.usembassy.gov/employment_opportunities.html.

HIRING PREFERENCE SELECTION PROCESS: Applicants in the following hiring preference categories are extended a hiring preference in the order listed below. Therefore, it is essential that these applicants accurately describe their status on the application. Failure to do so may result in a determination that the applicant is not eligible for a hiring preference.

HIRING PREFERENCE ORDER:

- (1) AEFM / USEFM who is a preference-eligible U.S. Veteran***
- (2) AEFM / USEFM**
- (3) FS on LWOP****

*** IMPORTANT:** Applicants who claim status as a preference-eligible U.S. Veteran must submit a copy of the most recent Member Copy Four (4) of the DD-214, Certificate of Release or Discharge from Active Duty, and, if applicable, a letter from the U.S. Department of Veterans Affairs. If claiming conditional eligibility for U.S. Veterans' preference, applicants must submit proof of conditional eligibility. If the written documentation confirming eligibility is not received in the HR office by the closing date of the vacancy announcement, the U.S. Veterans' preference will not be considered in the application process. Mission HR's decision on eligibility for U.S. Veterans' preference after reviewing all required documentation is final.

****** This level of preference applies to all Foreign Service employees on LWOP.

ADDITIONAL SELECTION CRITERIA:

1. Management may consider any of the following when determining successful candidacy: nepotism, conflicts of interest, budget, and residency status.
2. Current OR employees serving a probationary period are not eligible to apply. Current OR employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report (EPR) are not eligible to apply.
3. Current NOR employees hired on a Family Member Appointment (FMA) or a Personal Service Agreement (PSA) are not eligible to apply within the first 90 calendar days of their employment, unless they have a When Actually Employed (WAE) work schedule.
4. The candidate must be able to obtain and hold a **LOCAL** security certification.

HOW TO APPLY: Applicants must submit the following documents to be considered. Failure to do so may result in a determination that the applicant is not qualified.

1. Universal Application for Employment (UAE) (Form DS-174), which is available on our website or by contacting Human Resources. (See "For Further Information" above);
2. Copy of CV;
3. Copy of national document (DPI); and
4. Any additional documentation that supports or addresses the requirements listed above (e.g. transcripts, degrees, etc.)

IMPORTANT: All EFM applicants claiming a U.S. Veteran's preference must submit written documentation confirming eligibility (e.g., Member Copy 4 of Form DD-214, Letter from the Veteran's Administration, or certification documenting eligibility under the VOW Act with an expected discharge no later than 120 days after the certification is submitted) by the closing date of the vacancy announcement. If the written documentation confirming eligibility is not

received in the HR office by the closing date of the vacancy announcement, the U.S. Veteran's preference will not be considered in the application process.

WHERE TO APPLY:

Human Resources Office Envelope addressed to Ms. Carolina Búrbano
Mailing Address: 1a. Avenida/7a. Calle "A" zona 10, Guatemala (correspondence booth located at the corner).
E-mail Address: GuatemalaRecruitment@state.gov (Please be advised that electronic applications will be considered only for applicants currently residing outside of the country of Guatemala. For applicants residing in Guatemala, we will not consider electronic applications, they must be delivered to the Mailing Address indicated above.

EQUAL EMPLOYMENT OPPORTUNITY: The U.S. Mission provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs. The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

Appendix A – DEFINITIONS

Eligible Family Member (EFM): An EFM for employment purposes is an individual who meets **all** of the following criteria:

- U.S. Citizen or not a U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#)); **or**
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support; **or**
- Parent (including stepparents and legally adoptive parents) of employee, spouse, or same-sex domestic partner, when such parent is at least 51 percent dependent on the employee for support; **or**
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, spouse, or same-sex domestic partner when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support; **and**
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; **and**
- Is under chief of mission authority.

U.S. Citizen Eligible Family Member (USEFM): A USEFM for employment purposes is an individual who meets **all** of the following criteria:

- U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) of the sponsoring employee; **or**
- Child of the sponsoring employee who is unmarried and at least 18 years old; **and**
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; and resides at the sponsoring employee's post of assignment abroad, or as appropriate, at an office of the American Institute in Taiwan; and is under chief of mission authority; **or**
- resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2; **or**
- Currently receives a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service.

Appointment Eligible Family Member (AEFM): An AEFM for employment purposes is an individual who meets **all** of the following criteria:

- U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) of the sponsoring employee; **or**
- Child of the sponsoring employee who is unmarried and at least 18 years old; **and**
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan (AIT); **and**
- Is under chief of mission authority; **and**
- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, at an office of the American Institute in Taiwan; **and**
- Does NOT currently receive a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service.

Member of Household (MOH): An individual who accompanies or joins a sponsoring employee, i.e., sponsor is a direct hire employee under Chief of Mission authority, either Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan. A MOH is an individual who meets the following criteria:

- (1) Not an EFM and therefore not on the travel orders or approved through form OF-126 Foreign Service Residence and Dependency Report of the sponsoring employee; and
- (2) Officially declared by the sponsoring U.S. Government employee to the Chief of Mission (COM) as part of his or her household and approved by the COM; and

- (3) Is a parent, grandparent, grandchild, unmarried partner, adult child, foreign born child in the process of being adopted, father, mother, brother, sister, father-in-law, mother-in-law, son-in-law, daughter-in-law, brother-in-law, sister-in-law, stepfather, stepmother, stepson, stepdaughter, stepbrother, stepsister, half-brother, or half-sister who falls outside the Department's current definition of Eligible Family Member 14 FAM 511.3. A MOH may or may not be a U.S. Citizen.

Not Ordinarily Resident (NOR) – An individual who meets the following criteria:

- An EFM, USEFM or AEFM of a direct-hire Foreign Service, Civil Service, or uniformed service member permanently assigned or stationed abroad, or as appropriate, at an office of the American Institute in Taiwan; or
- Has diplomatic privileges and immunities; and
- Is eligible for compensation under the FS or GS salary schedule; and
- Has a U.S. Social Security Number (SSN); and
- Is not a citizen of the host country; and
- Does not ordinarily reside in the host country; and
- Is not subject to host country employment and tax laws.

Ordinarily Resident (OR) – An individual who meets the following criteria:

- A citizen of the host country; or
- A non-citizen of the host country (including a U.S. citizen or a third-country national) who is locally resident and has legal and/or permanent resident status within the host country and/or who is a holder of a non-diplomatic visa/work and/or residency permit; and/or
- Is subject to host country employment and tax laws.

